

Maricopa County Community Services Commission  
Monday, May 24, 2021 @ 6PM – Virtual Meeting via Teams  
234 N Central Ave. #3000 Phoenix AZ 85004

**The Advisory Tri-Partite Board of the Maricopa County Community Action Agency**

**MEETING MINUTES**

<b>MEMBERS PRESENT</b>		
<b>Public Sector</b>	<b>Private Sector</b>	<b>Consumer Representative</b>
	Jayson Matthews Valley of the Sun United Way	Jessica Gonzalez Low-Income Representative
	Bonnie Temme Salt River Project	Pam DiPietro Low-Income Representative
	Lauriane Hanson Equality Health	
<b>MEMBERS ABSENT</b>		
<b>Public Sector</b>	<b>Private Sector</b>	<b>Consumer Representative</b>
	Adonis Deniz Jr. Mercy Care	

<b>GUESTS AND STAFF PRESENT</b>	
<b>Guests</b>	<b>Staff</b>
	Sandra Mendez, Community Services Assistant Director
	Cathy Chiang, Community Action Program Manager
	Norma Peterson, Community Action Program Manager
	Janica Murphy, Management Analyst
	Joanne Loeza, Community Action Program Coordinator

**1. Call to Order**

Chairman, Jayson Matthews, called the meeting to order at 6:03 P.M.

**2. Roll Call**

Norma Peterson conducted roll call. Five (5) of the six (6) seated Commission members were present. A quorum was established.

**3. Pledge of Allegiance**

The pledge was led by Chairman, Jayson Matthews.

**4. Welcome and Introductions**

Every Commission member had a turn to introduce themselves and state what sector and area they represented. Sandra Mendez introduced new staff member Janica Murphy, our Management Analyst who will be responsible for program reporting for the Division. Norma Peterson introduced Joanne Loeza as the new Community Action Program Coordinator. Joanne replaced Nayeli Martinez as the Commission Liaison who will be overseeing all activities related to the Commission.

## **5. CAA Report**

### **Dashboard Indicators (DI) Report**

Sandra Mendez reviewed the Dashboard Indicator Report which was included as part of the board packet. She stated that Maricopa County (MC), as of May 21<sup>st</sup>, had expended \$81,915,322 of their total funds and had expended a total number of \$43,334,556 which demonstrated that MC had expended 53% of total funds. In the last Commission meeting, it demonstrated that MC had expended 92% of their total funds. This discrepancy, after reviewing the utility dashboards, is because we could be seeing several anomalies due to the saturation of the stimulus dollars received through the American Rescue Plan Act (ARPA). Staff will have final expenditures and accurate percentages at the end of the fiscal year.

### **Maricopa County's Emergency Rental and Utility Assistance Program (ERAP)**

With rental assistance, MC in general receives approximately \$500,000 to assist residents, but this year the County received \$36 million. Most of the money is an influx of all the stimulus packages due to COVID-19 and will allow for any unused money to be carried over to the next fiscal year. With mortgage assistance, the largest fund MC has allocated is the Community Development Block Grant (CDBG) COVID Package of \$50,000. Unfortunately, the Human Services Department (HSD) cannot use any CCRA and new ERA funds for mortgage assistance.

On March 19<sup>th</sup>, HSD launched a new web-based system called Dynamics that all Community Action Program (CAP) agencies have been utilizing. As a result of the transition from the old program to this new program, there were many anomalies with the numbers of the utility assistance program as mentioned above. Staff also learned that there are about 50 to 60 cases that were not found in the new system. Sandra also mentioned, to keep in mind, that there are approximately 30 days of data that was not included in the Dashboard Indicator (DI) Report.

Prior to COVID-19, the MC budget last year was \$10 million. Now, it is \$98 million, which includes the \$37 million being used for the ERA program.

Currently, HSD is working on program requirements for the second version of the ERA Program. MC's target date to launch is October 1<sup>st</sup> to ensure new requirements are in place since eligibility is different from ERA 1.0. ERA 2.0 will include \$56 million in emergency assistance help and an additional \$47 million in vouchers. Before ERA 2.0 is launched, HSD needs to exhaust all \$37 million of the funds they have presently before September 30<sup>th</sup>, or risk jeopardizing funding for the second phase. There is no definite deadline to expend the ERA 2.0 funds, however, the last year to request expenditure extensions is 2025.

### **American Rescue Plan Act (ARPA)**

MC will be receiving approximately \$800 million from the ARPA, which is separate from the funds it will be receiving from ERA 2.0. Out of the \$800 million, approximately \$127 million will be given to HSD. About \$20 million will be used for rent and mortgage assistance and eviction prevention. Staff will be advocating to use these funds for navigation and application assistance, including legal aide. Currently, the Arizona Department of Housing (ADOH) has received \$300 million to use for statewide assistance. HSD plans to reach out to the State to inquire about how much will be available to MC for residents in need of mortgage assistance as well as who will be administering the program.

### **HSD Dynamics**

As mentioned before, Sandra continued to reiterate that the transition to HSD Dynamics has been happening for the past several months. With the new system, residents can apply online from anywhere (24/7) for the services they need. Sandra expressed her appreciation for her staff for all the extra hard work they have been doing, especially during the transition of programs.

## **Staff Vacancies/New Staff**

Sandra informed the members that the HSD has moved from the 3<sup>rd</sup> floor to the 10<sup>th</sup> floor. In addition to adding Joanne and Janica on the team, HSD has hired 16 new Case Workers and will be completing their training in the coming week. The additional staff will be assisting applicants process their applications online when they apply for services. Two (2) Customer Service Representatives have also been hired to answer questions about the portal and eligibility requirements. HSD will also be hiring a Quality Assurance Coordinator to approve internal applications, and review applications approved through the CAP Offices for quality assurance and final authorization of payments. Another position will be added to help manage the Buckeye telephone assistance line. Buckeye has seen an increase in population and have increased their usage of the ERA funds.

## **6. Community Needs Assessment (CNA) Update**

Jayson Matthews with Valley of the Sun United Way thanked everyone for the feedback received from the vetting sessions. During the vetting sessions, they were joined by the CAP Directors and staff. Each session was particular to their area they served, and they were asked if the data shown best represented their area. The vetting sessions took longer than expected but the discussions resulted in great feedback and corrections to make it an accurate report. Jayson hopes that this information packet gets used in each CAP agency to further improve their services or better serve their community. He announced that the Commission is looking at meeting on Monday, June 21<sup>st</sup> at 6PM for consideration and approval of the final draft of the CNA. The Commission will be receiving the final draft prior to the meeting so that all members have enough time to review the document(s).

## **7. SFY 22 Proposed Commission Meetings**

Jayson Matthews presented the Commission with proposed meeting dates for Single Fiscal Year 2022:

- Monday - September 20, 2021
- Monday - November 22, 2021
- Monday - January 24, 2022
- Monday - April 18, 2022
- Monday - June 20, 2022

Bonnie Temme commented that that the November meeting date falls during Thanksgiving week and suggested to move this meeting to Monday, November 15, 2021.

## **8. Action Items**

### **Approval of Meeting Minutes for March 22, 2021**

Motion to approve the Meeting Minutes for March 22, 2021 was made by Pam DiPietro, seconded by Lauriane Hanson. The motion passed unanimously.

### **Approval of SFY22 Proposed Commission Meeting Schedule with Amendment**

Motion to approve the SFY22 Proposed Commission Meeting schedule with the November 22<sup>nd</sup> meeting moved to November 15<sup>th</sup> was made by Bonnie Temme. Lauriane Hanson seconded the motion. The motion passed unanimously.

### **Approval of June 21<sup>st</sup> for Special Meeting for Community Needs Assessment (CNA) Final Adoption**

Motion to approve a Special Meeting scheduled for June 21<sup>st</sup> for CNA final review and adoption was made by Lauriane Hanson. Pam DiPietro seconded the motion. The motion was passed unanimously.

## **9. Call to Public**

### **Commissioner Member Updates**

Jayson Matthews with Valley of the Sun United Way (VSUW) informed the Commission that his organization has a partnered with the County regarding the Funeral Assistance Program. VSUW is honored to be working with the County, the funeral homes, and crematoriums to provide assistance for families that have lost ones to COVID-19. He wanted to thank his team and the County for all the great work they have done.

Lauriene Henson with Equality Health commented that there is tremendous mobility for people to get vaccinated and how there is no need for an appointment to receive it.

Bonnie Temme with Salt River Project (SRP) informed the Commission regarding an article she read that mentioned the University of Arizona bringing the vaccines to farm workers. She also stated that SRP will not be disconnecting customers when there are excessive heat warnings during the summer. SRP will be reaching out to customers that are having trouble paying their bills and connect them with Community CAP agencies in their service area.

## **10. Adjourn**

Chairman, Jayson Matthews adjourned the meeting at 7:42PM.

**Next regular Meeting of the Maricopa County Community Services Commission  
Monday, June 21, 2021. Location is yet to be decided depending on ongoing COVID-19 situation.**